

RIMINI STREET MANAGED SERVICES FOR SALESFORCE®

PRODUCTS SUPPORTED

- » Sales Cloud®
- » Service Cloud®
- » Marketing Cloud®
- » Experience Cloud®
- » Revenue Cloud®
- » Field Service
- » The Salesforce Platform
- » AppExchange Products



The Business Challenge

The pressure on IT departments is real. They are tasked with managing IT costs, improving operational performance, and delivering more responsive service levels — while still advancing IT innovation that keeps pace with rapidly evolving business needs. However, internal staffing challenges and turnover force IT teams to spend too much time trying to find and retain the right skills and talent — especially related to applications like Salesforce. And with global demand for Salesforce expertise increasing by 19% while the global Salesforce talent supply has decreased by over 2%,¹ properly resourcing a Salesforce implementation is critical to maximize ROI.

While IT leaders would like to focus limited internal staffing on innovation and cloud-related projects, they can't ignore the necessary resource balance of managing and improving existing environments. These leaders have a strong need for experienced software engineering talent who can understand legacy IT environments, take over management tasks, and help IT teams become more efficient and cost-effective in the process. The solution is Rimini Street Managed Services.



The Rimini Street Solution

At the heart of the Rimini Street Managed Services offering is the concept of **Unified Software Services** that include Managed Services and Software Support delivered by a global network of expert engineers with deep ERP and application experience. This model integrates and automates L2, L3, and L4 case monitoring, which means fewer handoffs, escalations, and rework. And Rimini Street engineers go beyond daily monitoring and maintenance, analyzing root causes to help prevent future issues, streamline business processes, and improve service levels. It's a unique 360° approach designed to give you peace of mind.

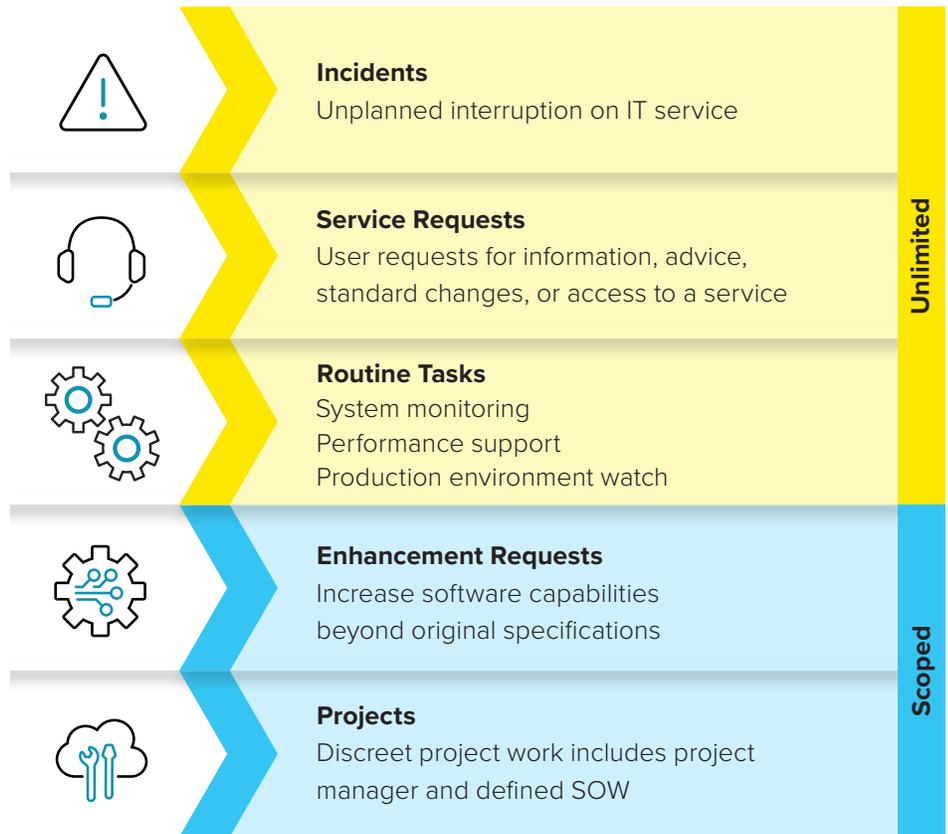
In addition, with our Managed Services **unlimited** ticket model,* you benefit from predictable billing as you manage IT application requests and needs. This approach gives internal IT team members the confidence to address issues and improve processes without the worry of escalating subscription costs or variable service levels. Figure 1 shows our unlimited ticket model.

¹10K, Salesforce Talent Ecosystem Report '22, p.3

KEY BENEFITS

- » Increase user adoption
- » Leverage the latest features from Salesforce release notes
- » Fixed fee, unlimited subscription model from a 170-item catalog of services including:
 - » data management
 - » configuration
 - » security settings
 - » monitoring
 - » analytics
 - » deployment
 - » email management
 - » user management
- » Help eliminate ticket backlogs and decrease resolution time for end user requests
- » Root cause analysis and preventative maintenance
- » Fill Salesforce skills gaps for architects, administrators, developers, and designers
- » Free up the IT team for strategic projects and innovation

Figure 1
RIMINI STREET MANAGED SERVICES UNLIMITED TICKET MODEL



*for incidents and service requests from a catalog of services

Rimini Street Managed Services Reduce the Burden on Your IT Team

Nothing matters more than proven performance. Rimini Street has the experience and track record to back up our Managed Services offerings with real data. Below are some sample results from a \$10B+ energy company that outsourced Managed Services to Rimini Street. By working closely with each production manager and line of business to identify root cause analysis and process improvements, Rimini Street engineers achieved the results shown in Figure 2 in less than one year through Managed Services + L4 Support:

Figure 2
RIMINI STREET MANAGED SERVICES RESULTS FOR \$10B+ ENERGY COMPANY



“With Rimini Street Application Management Services for Salesforce, for about the same cost of hiring one reasonably experienced Salesforce administrator, I have access to a worldwide group of highly qualified engineers.”

Patrick Haley
*Sr. Director of Sales Operations
 NTT Global Data Centers
 Americas*

Experience the Rimini Street Difference

Unlike traditional Managed Services Providers (MSPs) that emphasize staff augmentation and internal billable hours growth targets, Rimini Street’s client-first focus aligns your business goals and results with our Managed Services delivery. Figure 3 shows the value of Rimini Street Managed Services compared to those of traditional MSPs.

Figure 3
THE VALUE OF RIMINI STREET MANAGED SERVICES VERSUS TRADITIONAL MSPs

Traditional MSPs	MSP Key Attributes	Rimini Street 360° Managed Services Value
Land and expand, revenue generation	Overall Focus	Unlimited subscription model is our advantage
Contract-focused and tactical	Management Approach	Business-driven and strategic
Maximize revenue	Cost Model	Fixed fee and unlimited cases
Case volumes and speed to closure	Case Management	Root cause and client satisfaction
Often SAP/Oracle and project-focused	Advice and Guidance	Agnostic and client-focused
SLAs can be hidden behind product support agreements	SLA Management	Transparent, driving the right behaviors

Accelerate Your Salesforce Success with Rimini Street

As an independent partner with an overall average 4.9/5.0 global client satisfaction rating, we can help you free up funds for near-term, high-impact projects by delivering software services that help you achieve your optimal business outcomes.

[Learn more about Rimini Street Managed Services for Salesforce](#)

[Learn about all of Rimini Street’s Managed Services](#)